



DEPARTMENT OF THE NAVY
NAVY RECRUITING COMMAND
5722 INTEGRITY DR.
MILLINGTON, TN 38054-5057

COMNAVCRUITCOMINST 1136.2N
N7
9 Nov 2010

COMNAVCRUITCOM INSTRUCTION 1136.2N

From: Commander, Navy Recruiting Command

Subj: PERSONNEL QUALIFICATION STANDARDS (PQS)

Ref: (a) COMNAVCRUITCOMINST 1500.4
(b) COMNAVCRUITCOMINST 5400.2

Encl: (1) Basic Enlisted Recruiter Module (R)
(2) Advanced Enlisted Recruiter Module (R)
(3) Recruiter-in-Charge (RinC) Module
(4) Zone Supervisor (ZS) Module
(5) Assistant Chief Recruiter (ACR) Module
(6) Chief Recruiter (CR) Module
(7) LEADS Production Team Supervisor (LPTS) Module
(8) Enlisted Processing Division Supervisor (EPDS) Module
(9) MEPS Liaison Petty Officer (MLPO) Module
(10) PS-2612/NEC 9586 Classifier Module
(11) PS-2612 Senior Classifier Module
(12) Enlisted Processing Assistant (EPA) Module
(13) Nuclear Field (NF) Coordinator Module
(14) Enlisted Programs Officer (EPO) Module
(15) Officer Programs Officer (OPO) Module
(16) Basic Officer Recruiter (BOR) Module (R)
(17) Advanced Officer Recruiter (AOR) Module (R)
(18) Officer Processing Lead (OPL) Module
(Military and Civilian)
(19) Officer Processor (OP) Module (Military and Civilian) (R)
(20) Logistics Support Officer (LSO) Module
(21) Leads Production Team Assistant (LPTA)
(22) Leads Production Team (LPT) Advertising Coordinator (ADCO) Module
(23) Leads Mail List Manager (MLM) Module
(24) NSW/NSO/AIRR Coordinator Module
(25) Navy Reserve Officer Training Corps (NROTC) Coordinator Module
(26) CyberSpace Recruiter Module (R)
(27) Command Trainer (CT) Module
(28) Sample Waiver Letter for RinC and Zone Supervisor
(29) PQS Board Composition

1. Purpose. To outline Qualification Standards and provide training and management policy for Navy Recruiting personnel.
2. Cancellation. COMNAVCRUITCOMINST 1136.2M. Marginal notations are not included. This instruction has undergone a major revision and should be read in its entirety.
3. Background. A standardized, on-the-job training and qualification system for Navy Recruiting Command (NAVCRUITCOM) is an integral component of an effective continuum of learning. This continuum starts with formal classroom-based training; however, the need to reinforce knowledge gained in the classroom exists for both production and production support functions. Only through a good handoff between formal training and field training will the learning continuum be effective across the entire spectrum of skills needed within Navy Recruiting. The desired outcome is to provide a systematic method to optimize "show and tell" training within the actual work environment and ensure the trainee masters needed knowledge, skills, and abilities resulting in increased productivity.
4. Discussion. The PQS system bridges formal classroom to field training. It provides Navy Recruiting Districts (NAVCRUITDIST) with a tool to manage and track field training and professional development. Additionally, it provides a method to ensure long term professional development and standardization across Navy Recruiting Command. The Executive Officer (XO) in his/her role as the District Training Officer is responsible for ensuring the training and development of subordinates. Proper implementation and use of the PQS system, in conjunction with reference (a), provides the hands on field training necessary to optimize productivity. Finally, the PQS system provides a valuable method for evaluating and selecting those individuals best suited to assume billets of greater responsibility.
5. Definitions. PQS system terms are defined as follows:
 - a. Training Standard. A specific item of knowledge, skill, or ability an individual must be able to perform or demonstrate to effectively accomplish the duties associated with an assigned billet.
 - b. Qualification Module. The PQS items an individual must be able to perform or demonstrate to effectively perform the duties of the respective billets identified in enclosures (1) through (27).

c. Qualified. The individual has satisfactorily demonstrated a high level of efficiency in an actual recruiting environment in the knowledge, skills, and abilities to fully meet the requirements of applicable PQS or PQS qualification modules.

d. Qualification Sheet. The formal signature record for qualifications shall be maintained in the member's training record. The member's official service record shall also be updated to reflect qualification. The PQS qualification sheet becomes the formal record of final qualification in the PQS module.

e. Trainee. The individual being trained in one of the PQS modules.

f. Qualification Board. A board of qualifiers charged with:

(1) Determining whether or not an individual has satisfactorily demonstrated a high level of efficiency in an actual recruiting environment in the knowledge, skills, and abilities to fully meet the requirements of applicable PQS or PQS qualification modules.

(2) Assessing the quality of the qualification process for the individual to include identifying weaknesses and recommending corrective actions to correct deficiencies.

g. Recruiter Qualification Board (RQB). The PQS Qualification Board for the Basic Recruiter PQS Module will be held within 45 days of reporting to the NAVCRUITDIST, within six months of reporting for the Advanced Recruiter Module, and at six months of commencing PQS for all other PQS.

(R

h. Recruiter Evaluation Board (REB). Board held for recruiters who fail to pass a RQB by their 90th day on board for the Basic Recruiter Module and their ninth month on board for the Advanced Recruiter Module or who pass their RQB, but whose production has been continually below average during their first nine months in recruiting.

(R

6. PQS System Implementation

a. PQS for Assigned Billet. Upon initial check-in or initial assignment to a position requiring PQS completion, the trainee shall initiate position qualification procedures using

the appropriate PQS qualification module. The qualifier must be PQS qualified in the appropriate PQS module prior to signing PQS. The signature columns on the PQS form are to be used to document the dates that the particular item was discussed and demonstrated. Both the trainee and the trainer/qualifier need to sign the blocks within columns qualifying that item. The signature of both individuals indicates concurrence and understanding of that particular item. The third column is to be used when remediation is needed, if the member fails a board or if the Commanding Officer (CO) removes their qualification. The qualifier will only sign the third column of the PQS module once satisfied with the trainee's level of knowledge after remedial training is complete. Paragraph 6.g. of this instruction describes the method for documenting remedial training on a PQS standard.

(1) NAVCRUITDIST Department Heads (DH) are authorized to obtain signatures from the CO, XO or qualified NAVCRUITDIST DH, Navy Recruiting Region (NAVCRUITREG), or NAVCRUITCOM Training Department (N7) personnel for each particular area upon demonstrating a thorough understanding of the topic.

(2) NAVCRUITREG EPOs and OPOs must be PQS qualified. Completion of the PQS for their positions will provide them the knowledge and credibility to enable them to participate as members on PQS Qualification Boards and to qualify the NAVCRUITDIST EPOs and OPOs within their area of responsibility. When a NAVCRUITREG OPO or EPO is not PQS qualified via prior field experience in a similar position, they are authorized to obtain signatures from the NAVCRUITREG Commander, NAVCRUITREG Deputy, qualified NAVCRUITDIST Department Head, NAVCRUITREG qualified EPO/OPO, or NAVCRUITCOM Training Department (N7) personnel for each particular area upon demonstrating a thorough understanding of the topic.

b. Qualification Time. The PQS Qualification Board for the Basic Recruiter PQS Module will be held within 45 days of reporting to the NAVCRUITDIST. A recruiter will not be placed on production until the Basic Recruiter Module is complete and he/she is certified by a qualification board. The PQS Qualification Board for the Advanced Recruiter PQS will be held within six months of reporting. All other PQS Qualification Boards will be completed within six months of commencing the PQS. A remediation period of 45 days is authorized for the Basic Recruiter Module and 90 days for the Advanced Recruiter Module. If the recruiter fails to complete the Basic Recruiter Module by their 90th day on board or the Advanced Recruiter

(R

Module by their ninth month on board, a Recruiter Evaluation Board should be convened immediately to determine the recruiter's potential to succeed in recruiting and make necessary recommendations per reference (b). Failure to complete PQS within prescribed time constraints may result in initiating an incompatible/fault/no-fault transfer since the qualification is required for current positional assignment. Each field command must establish an effective method of tracking progress towards completion for all individuals in a PQS training track. The XO, as the Training Officer, shall ensure internal records are maintained and forwarded to the CO monthly for review.

c. Positional Prerequisites. To fill any position of RinC and above, the member must be PQS qualified in that position before assignment. To maximize trained assets within the NAVCRUITDIST and reduce the need for costly relocations, Training Officers will highly encourage all recruiters to commence RinC PQS within one year of assignment to the NAVCRUITDIST. Completion of the PQS and final qualification should occur within 18 months of reporting aboard. This timeline should ensure that the command has sufficient resources to account for normal RinC turnover. Immediate fill requirements requiring a waiver using enclosure (28) should be extremely rare and based upon unforeseen events.

(R

(1) Officer Recruiter (OR) (Enlisted Personnel NEC 9587) Additional Requirements. All enlisted personnel, NEC 9587, assigned as ORs must complete the Basic Enlisted Recruiter Module, enclosure (2), and successfully pass a PQS board for Basic Enlisted Recruiter. Exception: Recruiter ordered to a NAVCRUITDIST as an OR, including HM. Additionally, enlisted personnel (NEC 9587/2186) assigned as an Officer Recruiter must either attend an abbreviated Officer Recruiter Course at NAVCRUITCOM ORIENT UNIT or complete the online Officer Recruiter Course prior to attending a PQS Qualification Board.

(2) Zone Supervisor Additional Requirements. Zone Supervisor positions shall be filled by E7 or above personnel.

(3) NAVCRUITDIST Assistant Chief Recruiter (ACR), Additional Requirements. A Career Recruiting Force (CRF) member must meet the following criteria prior to appearing before a NAVCRUITCOM Assistant Chief Recruiter Certification Board:

(a) Be Zone Supervisor (ZS) certified with a minimum of 24 months ZS experience as a PQS qualified ZS at the time of the ACR board.

(b) Recommended for advancement to the next paygrade.

(c) Obtain positive CO and NAVCRUITREG Commander recommendations.

(d) Be a graduate of the CRF Academy.

(4) NAVCRUITDIST Chief Recruiter (CR), Additional Requirements. The member must meet the following criteria prior to appearing before a NAVCRUITCOM Chief Recruiter Certification Board:

(a) Be a CRF Master or Senior Chief Petty Officer recommended for advancement to Master Chief.

(b) Be a graduate of the CRF Academy.

(c) Have minimum of 12 months ACR experience waivable on a case by case basis.

(d) Obtain positive CO and NAVCRUITREG` Commander recommendations.

(5) Waiver Approval. Waiver authority is as follows:

(a) RinC: CO, NAVCRUITDIST.

(b) ZS: Commander, NAVCRUITREG.

(c) ACR/CR: Commander, NAVCRUITCOM.

Note: The waiver must be signed and in place before assignment to the position.

d. Extensions. Recruiters working to complete the Basic Recruiter Module will be given up to 45 additional days for remedial training and recruiters working to complete the Advanced Recruiter Module will be given up to 90 additional days for remedial training. Remedial training will be documented in the member's training jacket before a second board is convened. The chairman of the PQS board shall ensure that clear remedial training requirements are provided to the member and the

(R

supervisor. Subsequent re-boards and re-qualification areas will be addressed by the member's chain of command. Approved extensions must be documented on the individual's PQS Qualification Sheet and signed by the PQS Training Officer.

(1) Recruiters who fail to complete and qualify Recruiter PQS under the guidelines of this instruction will be considered for an incompatible with recruiting duty, fault, or no fault transfer in accordance with reference (b).

(2) RinCs requiring a re-board on the first failure will be re-boarded in 30 days. A second failure will result in continued assignment at the Recruiter level and restart of the RinC PQS qualification process with re-board no earlier than six months.

(3) ZSs who do not qualify within time limits shall request an extension from the appropriate NAVCRUITREG Commander via their CO. A first failure requires a 90-day training period before a re-board is attempted. A second failure will result in continued assignment as RinC or level currently qualified, and restart of the ZS PQS qualification process with re-board no earlier than six months.

(4) ACR certification initial board failure requires a 90-day training period; a ride along with a NAVCRUITDIST ACR chosen by the board, and compliance with any additional written instructions from the board president prior to a re-board. A second failure will result in continued assignment at the level currently qualified. The member must wait 90 days prior to restarting the ACR PQS qualification process with re-board no earlier than six months from the new start date.

(5) CR PQS failures will follow the recommendations of the board as approved by COMNAVCRUITCOM.

Note: Current assignment as a ZS is not a prerequisite for completing the ZS PQS Module. Current qualifications of all recruiting personnel shall be updated monthly in the PSR. Qualification entries include all formal professional training courses attended by CRF personnel (RinC, CRFA, CRFC, ZS, PSA, PSC, Command Trainer, etc).

e. PQS Disqualification. Personnel, who after reasonable extensions fail to achieve PQS, fail to maintain PQS for their billet, or lose the confidence of the chain of command, shall be remedially trained, counseled and possibly disqualified. The

final decision for relieving personnel due to loss of confidence always resides with the NAVCRUITDIST CO. PQS disqualification of personnel also resides with the CO except in cases involving the Chief Recruiter. A Chief Recruiter Evaluation Board (CREB) will be convened to determine the final disposition in cases where a Chief Recruiter has been relieved by the NAVCRUITDIST CO.

Note: COs may, at times, have to fill critical billets with individuals not currently qualified for that billet. Only in rare circumstances should a CO continue to fill a billet with an individual who has been submitted for disqualification due to failure of PQS qualification. Additionally, at the CO's discretion, an individual may be removed from a particular billet, without formally removing their qualification. For any position with qualifications granted above the CO level, the CO must seek approval from their NAVCRUITREG Commander for the removal in writing together with the anticipated disposition of the individual's qualifications.

f. Additional Qualifications. Individuals with multiple PQS qualifications give the command greater flexibility in personnel assignment and development. Any person striving for a higher or alternate track qualification may initiate the training track and PQS for that billet, if approved by their chain of command. NAVCRUITDISTs are encouraged to support multiple PQS qualifications. There is no need to be currently assigned to a particular position to commence and complete PQS certification for that position. ZSs are highly encouraged to learn as much as possible about the qualifications for the ACR billet.

g. Remedial Training. Remedial training shall be documented in the member's training jacket using a NAVCRUIT 1500/2 Training Syllabus. Remedial training shall be documented in sufficient detail to provide specific actions the trainee needs to take and to provide a future reference. Verification that the trainee has demonstrated adequate knowledge will be documented in the "Remedial/Requalification" column of enclosures (1) through (27).

h. PQS Tracking System. The PQS qualification modules, enclosures (1) through (27) serve as a record of initial and remedial training and will be retained in each member's training jacket. An automated PQS tracking system shall be created and maintained at NAVCRUITDIST headquarters to provide a means for tracking the PQS progress for the field. The Cyber Recruiting

Training Petty Officer and Division Officer will maintain PQS tracking system at Cyber Recruiting. The tracking system shall be updated monthly. The tracking system will include, at a minimum, a master tracking board which tracks key points in the PQS process (monthly progress, board date, extensions, etc.). The NAVCRUITDIST XO and Cyber Recruiting Division Officer shall review the tracking system monthly with the NAVCRUITDIST Command Trainer and Cyber Recruiting Training Petty Officer to ensure proper emphasis is being placed on completion of PQS Modules. The CR shall ensure the tracking system includes all command members required to be PQS certified.

i. PQS Boards. Final PQS certification shall be accomplished by a PQS qualification board composed of, at minimum, the members specified in enclosure (29). Though specifically identified as required in several boards, the CMC and CR should participate in all NAVCRUITDIST level boards as feasible to help monitor overall command production readiness, training status, and quality of life. Similarly, the Cyber Recruiting Division Officer will monitor all PQS Boards for Cyber Recruiting personnel. Any exceptions to board composition must be approved in writing at the level indicated based on PQS Board convening authority:

- (1) CO, NAVCRUITDIST Boards - NAVCRUITREG Commander.
- (2) Cyber Recruiting Boards - NAVCRUITCOM N3.
- (3) ACR/CR Boards - NAVCRUITCOM N7.

7. Recertification. Personnel reporting to a new command may be required to re-certify at their current PQS level within 90 days at the CO's discretion. The remedial/re-qualification column of enclosures (2) through (27) may be used for recertification or the Commanding Officer may have the trainee complete the entire PQS module again. If the CO determines a newly reported member does not require recertification, the CA shall ensure the existing PQS qualification has been entered in the member's service record.

8. CRF PQS and Career Development. Recruiting personnel will have completed at least RinC PQS prior to selection for the CRF. CRF personnel shall be qualified ZS no later than two years following graduation from the CRF Academy. Each NAVCRUITDIST and staff must enable their CRF personnel to attain additional PQS qualifications associated with the latest CRF Career Matrix found in reference (b).

(R

9. Action

a. NAVCRUITDIST Commanding Officers shall ensure compliance with this instruction. Enclosures (1) through (27) may be locally reproduced.

b. NAVCRUITDIST Training Officer. The XO, as the designated PQS Training Officer is responsible for the administration of the PQS system and shall:

(1) Ensure the training and development of command members through implementation of this instruction.

(2) Implement an effective PQS tracking system to monitor progress towards PQS completion for all command members in a PQS training track.

(3) Maintain and forward monthly status reports to the CO for review.

(4) Review tracking system at least quarterly with the Senior District Trainer.

(5) Provide to NAVCRUITCOM N7 the status of all personnel working on ACR and CR PQS, along with an estimated completion date, as part of the District Monthly Training Report.

c. NAVCRUITDIST Department Heads/Cyber Recruiting Division Head shall:

(1) Ensure all recruiters and staff members in a PQS training track commence qualification immediately upon assignment.

(2) Schedule PQS boards and coordinate with the CA to ensure appropriate entries for final qualification are made in member's service record.

(3) Verify that a copy of the completed PQS qualification module and qualification sheet (with board member's signatures) is maintained in the member's training jacket.

(4) Ensure remediation is provided for members who fail to qualify within their first 45 days of reporting for the Basic

(R

9 Nov 2010

Recruiter PQS, or fail to qualify for the Advanced Recruiter PQS within six months of reporting, or fail to qualify within six months of commencing all other PQS Modules. Department Heads shall ensure remedial training is documented in the member's training jacket. (R)

(5) Recommend to the Training Officer the convening of a Recruiter Evaluation Board for any recruiter who fails to complete the Basic Recruiter Module within 90 days or Advanced Recruiter Module within nine months of reporting. (R)

(6) Recommend all recruiters complete the RinC PQS Module and qualification within 18 months of reporting aboard. (R)

d. NAVCRUITCOM (N7) is designated as the PQS System Manager. Recommended changes to the PQS System or PQS qualification modules shall be forwarded to NAVCRUITCOM (N7). NAVCRUITCOM (N7) shall establish a system for periodic review of the PQS to maintain its accuracy and ensure program and policy changes are incorporated into PQS modules.

/s/

C. S. FALLER

Distribution:

Electronic only, via

<http://www.cnrc.navy.mil/Publications/directives.htm>